Activation iPad Setup Guide

(U.S.)

August 2014

Tags	FOH, Red Zone, iOS2014, iPhone, iPad, Activation, carrierfinancing

Setting Up Activation iPads

Use this guide to set up and maintain your activation iPads.

Configure and Enroll the Device

1. Open Safari and type in the following URL: https://retailjss.apple.com/enroll/
2. Log in with your LDAP credentials. Your LDAP username is typically the username before the @apple.com portion of your email address.
3. Follow the on-screen prompts to install the CA certificate and MDM profile.
4. If your device has been enrolled successfully you will see a message that says “Enrollment Complete!”. If not, exit Safari and start over from Step 1.
5. Close Safari.

Using Self Service for Device Configuration

1. After successfully enrolling, an app titled “Self Service” should automatically appear on the second home screen. Tap the icon to open the app. (NOTE: It may take up to 5 minutes for the “Self Service” app to appear.)
2. Log in with your LDAP username and password. Login can take approximately 1-2 minutes.
3. Tap on Profiles in the bottom right corner. A store-specific profile for Activation should appear.
4. Tap the profile and tap Install.
5. When the installation finishes, “Installation complete” should appear. Press the Home Button to go back to the Home Screen.
6. At some point, a Passcode Requirement alert will display. Tap Continue and create a store-specific 8 character password.
7. To see any approved apps specific to the activation device, launch Self Service and tap “In-House” from the bottom left corner.
8. To install an app, tap the app followed by “Install.” Tap “Install” again if prompted.
9. Move the apps to a new home screen on the right.

Settings

1. Open the Settings app.
2. In Settings, tap Wi-Fi then tap the blue arrow next to “Apple Demo/Apple Store” to modify advanced settings. Tap “Forget this Network”. Press the Wi-Fi button in the upper left corner to go back a screen, then select Apple Services.

BOH Carrier Financing Printer Setup

Printers in the US should be plugged into Ethernet ports that are specially configured in the BOH. Set up and position your T-Mobile carrier finance printer with the instructions noted in the “Carrier Financing: Printer Setup Guide and FAQ.”

Best Practices

• Label each iPad with an ACTIVATION label and place it on the rear enclosure of the iPad.

• Store in the back of house location chosen by your leadership team.

• Charge all iPads each night.

• Questions or issue? Shake to feedback or email storesupport@apple.com.